

Remarks

The Office Action mailed February 18, 2004 has been carefully reviewed and the foregoing amendment has been made in consequence thereof.

Claims 1-20 are now pending in this application. Claims 1-20 stand rejected.

The objection to Claim 2 is respectfully traversed. Specifically, Claim 2 has been amended in accordance with the suggestion in the Office Action. Accordingly, Applicant respectfully requests the objection to the claims be withdrawn.

The rejection of Claims 1-20 under 35 U.S.C. § 102(b) as being anticipated by Mikurak (U.S. Pat. No. 6,606,744) is respectfully traversed.

Mikurak describes a system to facilitate combined industry supply management between manufacturers 202 and service providers 204, and/or vendors and/or resellers. The system manages the supply chain between the manufacturer(s) 202 and service provider(s) 204. The industry supply management is centralized in an eCommerce Market Space 206, which includes components that manage end-to-end supply chain information such as demand planning, order fulfillment, scheduling, inventory, etc. Users include service providers and manufacturers utilizing the network-based supply chain environment.

Claim 1 recites a system for ordering parts, submitting warranty claims, and obtaining product and repair information for aviation parts, for internal users and external customers, to improve communication and customer satisfaction. The system comprises “a client system accessible by a customer for accessing repair information for the customer's aviation parts that have been returned to a repair facility for refurbishment...a server system which includes a plurality of servers and secured based on pre-determined criteria, said server system connected to said client system and configured to receive information a user identification and an associated password from a user via said client system, said user identification and password enabling a user profile that facilitates customizing an output to the user, said server system further configured with at least one of an Online Spare Parts Module, an Online Product Support Module, an Online Overhaul Communication Module, an Online Warranty Module that permits a user to edit warranty claim information before submission of the claim

and to view warranty claim information online, and an Online Component Repair Module...a centralized database including aviation parts, repair, and services information for a plurality of customers, said server system configured to be coupled to said device and said centralized database, said server system further configured to...access at least one of an said Online Spare Parts Module, said Online Product Support Module, said Online Overhaul Communication Module, said Online Warranty Module, and said Online Component Repair Module, all modules located on a plurality of servers of the aviation parts and repair system...receive aviation parts and services information after the user has been authenticated by the system based on pre-determined criteria...update the centralized database with the aviation parts and services information...receive an inquiry from a customer to obtain the aviation parts and services information after the customer has been authenticated by the system based on pre-determined criteria...retrieve the aviation parts and services information from the centralized database in response to the inquiry.”

Mikurak does not describe nor suggest the recitations of Claim 1. Specifically, Mikurak does not describe nor suggest a client system accessible by a customer for accessing repair information for the customer's aviation parts that have been returned to a repair facility for refurbishment. Rather, Mikurak describes an electronic commerce component that merely displays a plurality of items that are available for sale. Moreover, Mikurak does not describe nor suggest a server system that is configured to receive a user identification and a password associated with the password that enables a user profile wherein the user profile facilitates customizing an output to the user. Rather, the system described in Mikurak limits telephonic communication over a hybrid network based on a user profile, which is included in a rules database. Further Mirurak does not describe nor suggest an Online Warranty Module that permits a user to edit warranty claim information before submission of the claim and to view warranty claim information online. Rather, Mirurak describes a web customer service that lists warranties for view by a user, checks the identity of the user, checks and compares the claim to the warranty to ensure that the claim meets warranty criteria, and routes the claim to the appropriate agent. Furthermore, Mirurak does not describe nor suggest a centralized database including aviation parts, repair, and services information for a plurality of customers. Accordingly, for at least the reasons set forth above, Claim 1 is submitted to be patentable over Mikurak.

Claims 2-8 depend from independent Claim 1. When the recitations of Claims 2-8 are considered in combination with the recitations of Claim 1, Applicant submits that dependent Claims 2-8 likewise are patentable over Mikurak.

Claim 9 recites an apparatus for ordering parts, submitting warranty claims, and obtaining product and repair information for aviation parts, for internal users and external customers, to improve communication and customer satisfaction wherein the apparatus includes “a client system accessible by a customer for accessing repair information for the customer's aviation parts that have been returned to a repair facility for refurbishment...a server system which includes a plurality of servers and secured based on pre-determined criteria, said server system connected to said client system and configured to receive information from a user via said client system...a centralized database including aviation parts, repair, and services information for a plurality of customers, said server system coupled to said client system and said centralized database by a communication link, said apparatus further comprising...an Online Spare Parts Module that provides customers with a searchable online catalog for spare parts...an Online Product Support Module that provides online technical documentation for engines and parts which customers already own, including valuable information such as service bulletins, an illustrated parts catalog, engine shop manuals, standard practices manuals, engine data submittals, and fleet highlights...an Online Overhaul Communication Module that allows customers to obtain information on their engine overhaul jobs once the engines have been submitted to the repair shop including a detail description relating to the type of service required...an Online Warranty Module that permits customers and repair shops to submit warranty claims and view claim information online...an Online Component Repair Module that provides an online catalog and a repair order status configured with search capabilities by part number and key words.”

Mikurak does not describe nor suggest the recitations of Claim 9. Specifically, Mikurak does not describe nor suggest a client system accessible by a customer for accessing repair information for the customer's aviation parts that have been returned to a repair facility for refurbishment. Rather, Mikurak describes an electronic commerce component that

displays a plurality of items that are available for sale. Moreover, Mikurak does not describe nor suggest an Online Product Support Module that provides online technical documentation for engines and parts which customers already own, including valuable information such as service bulletins, an illustrated parts catalog, engine shop manuals, standard practices manuals, engine data submittals, and fleet highlights. Rather, Mikurak describes a system that includes online technical support including the ability to email a technical support representative and get a reply by email or access an interactive database of problems and solutions. Further Mirurak does not describe nor suggest an Online Warranty Module that allows customers and repair shops to submit warranty claims and view claim information online. Rather, Mirurak describes a web customer service that lists warranties for view by a user, checks the identity of the user, checks and compares the claim to the warranty to ensure that the claim meets warranty criteria, and routes the claim to the appropriate agent. Furthermore, Mirurak does not describe nor suggest a centralized database including aviation parts, repair, and services information for a plurality of customers. Accordingly, for at least the reasons set forth above, Claim 9 is submitted to be patentable over Mikurak.

Claim 10 depends from independent Claim 9. When the recitations of Claim 10 are considered in combination with the recitations of Claim 9, Applicant submits that dependent Claims 10 likewise is patentable over Mikurak.

Claim 11 recites a method for the automation of parts ordering, warranty claim submission, and dissemination of product and repair information for aviation parts, using an Aviation Parts and Services System to improve communication and customer satisfaction wherein the system includes at least one server, a centralized database, and at least one client system accessible by a customer for accessing repair information for the customer's aviation parts that have been returned to a repair facility for refurbishment and wherein the method includes "accessing at least one of an Online Spare Parts Module, an Online Product Support Module, an Online Overhaul Communication Module, an Online Warranty Module that permits a user to edit warranty claim information and view warranty claim information online, and an Online Component Repair Module, all modules located on a plurality of servers of the aviation parts and repair system...receiving a user identification and a password associated with the password that enables a user profile that facilitates customizing

an output to the user...receiving aviation parts and services information after the user has been authenticated by the system based on pre-determined criteria...updating the centralized database with the aviation parts and services information...receiving an inquiry from a customer to obtain the aviation parts and services information after the customer has been authenticated by the system based on pre-determined criteria...retrieving the aviation parts and services information from the centralized database in response to the inquiry.”

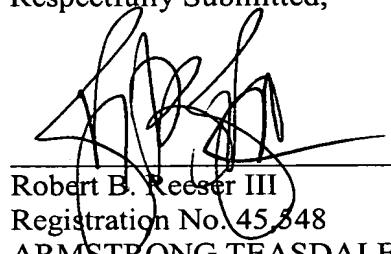
Mikurak does not describe nor suggest the recitations of Claim 11. Specifically, Mikurak does not describe nor suggest a client system accessible by a customer for accessing repair information for the customer's aviation parts that have been returned to a repair facility for refurbishment. Rather, Mikurak describes an electronic commerce component that displays a plurality of items that are available for sale. Moreover, Mikurak does not describe nor suggest receiving a user identification and a password associated with the password that enables a user profile that facilitates customizing an output to the user. Rather, the system described in Mikurak limits telephonic communication over a hybrid network based on a user profile, which is included in a rules database. Further Mirurak does not describe nor suggest an Online Warranty Module that permits a user to edit warranty claim information before submission of the claim and to view warranty claim information online. Rather, Mirurak describes a web customer service that lists warranties for view by a user, checks the identity of the user, checks and compares the claim to the warranty to ensure that the claim meets warranty criteria, and routes the claim to the appropriate agent. Furthermore, Mirurak does not describe nor suggest a centralized database including aviation parts, repair, and services information for a plurality of customers. Accordingly, for at least the reasons set forth above, Claim 11 is submitted to be patentable over Mikurak.

Claims 12-20 depend from independent Claim 11. When the recitations of Claims 12-20 are considered in combination with the recitations of Claim 11, Applicant submits that dependent Claims 12-20 likewise are patentable over Mikurak

For the reasons set forth above, Applicant respectfully requests that the Section 102 rejections of Claims 1-20 be withdrawn.

In view of the foregoing amendments and remarks, all the claims now active in this application are believed to be in condition for allowance. Reconsideration and favorable action is respectfully solicited.

Respectfully Submitted,



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